



# State of New Hampshire

## DEPARTMENT OF ADMINISTRATIVE SERVICES BUREAU OF EMERGENCY COMMUNICATIONS

James H. Hayes Building  
10 Hazen Drive, Room 105  
Concord, New Hampshire 03305

Bruce G. Cheney, ENP  
*Executive Director*

Peter A. DeNutte, ENP  
*Assistant Director*

### BUREAU OF EMERGENCY COMMUNICATIONS

JUNE 14, 2002

### COMMISSION MEETING

Enhanced 9-1-1

#### Commission Members:

Chairman  
Chief Douglas Aiken  
NH Assoc. of Fire Chiefs

Vice-Chair  
Sheriff James D. Linehan  
NH Sheriff's Association

Secretary  
William Wood  
NH Division of EMS

Kathryn Bailey  
NH Public Utilities Comm.

Paul Violette  
NH Telephone Association

Chief George Landry  
NH Fed. of Fire Mutual Aids

Jill Healey Wurm  
Verizon

David Caron  
NH Municipal Association

Captain George Valliere  
NH Police Officer

Major Frederick Booth  
NH Dept. of Safety

Richard Bernard  
Public Member

David Lang  
NH Firefighter

Chief Bradley J. Russ  
NH Assoc. of Police Chiefs

<b>PRESENT:</b>	James Linehan, Vice Chair	NH Sheriff's Association
	William Wood, Secretary	NH Bureau of EMS
	Richard Bernard	Public Member
	Jill Healey Wurm	Verizon
	Paul Violette	NH Telephone Association
	David Caron	NH Municipal Association
	Kathryn Bailey	NH Public Utilities Commission
	Bradley Russ	NH Association of Police Chief's
	George Valliere	NH Police Officer
	Frederick Booth	NH Department of Safety
<b>ABSENT:</b>	Douglas Aiken, Chairman	NH Association of Fire Chief's
	David Lang	NH Firefighters
	George Landry	NH Federation of Mutual Aids

<b>OBSERVERS:</b>	Bruce G. Cheney	Executive Director, NHBEC
	Peter DeNutte	Assistant Director, NHBEC
	Sean Goodwin	Engineering Tech. V., NHBEC
	Richard Fowler	Operations Supervisor, NHBEC
	Wanda Hemeon	Informational Rep., NHBEC
	Robert Brown	IT Manager, NHBEC
	Mike Geary	Training Coordinator, NHBEC
	Jack DiPesa	Verizon
	Kelley Noel	Administrative Secretary, NHBEC
	Patricia Magoon	Acting Audit Supervisor
	Amanda Phelps	Secretary II, NHBEC

The Commission meeting held at the James H. Hayes Building in Concord, NH was called to order at 11:15 AM by Vice Chairman James Linehan.

Director Bruce Cheney, on behalf of the Enhanced 9-1-1 Commission, presented retiring Commissioner Paul Violette with an engraved chime clock as a token of gratitude and appreciation. The Director read the inscription to the Commission and observers.

Paul Violette thanked the Commission.

**1. Approval of the minutes of the March 5, 2002 meeting.**

Vice Chairman Linehan called for approval of the minutes for March 5, 2002. Commissioner Booth motioned for approval. Commissioner Valliere seconded the motion. Vice Chairman Linehan asked for discussion. Commissioner Wurm asked that section 2.B (b.) be changed to read "reseller companies" instead of "cellular reseller companies". The minutes were unanimously approved with the amendment.

Commissioner Violette left at 11:20 AM.

**OLD BUSINESS**

**2. Director's Report**

**2.A. Report on the FY02 Budget**

a. Director Cheney explained that Jim Savage has left the Audit Supervisor position and Patricia Magoon has been asked to take over the budget and surcharge reports. The format on the report has changed and it now shows "percentage of budget expended". Later on it will also show "percentage of the year gone by" so you can check individual line items against the year.

b. Director Cheney pointed out a negative balance on 060, but states that the budget is balanced going in to the last month of the year.

**2.B Report on Surcharge Receipts**

a. Director Cheney reported that Ms. Magoon had some problems with the program that Mr. Savage was using so the format is reconstructed.

b. Director Cheney pointed out a problem area under AT&T Broadband where they sent no money in January '02, but sent what is believed to be an annual payment in February '02. Ms. Magoon will be tracking down the reason for this and should have it available in the next report. Otherwise the numbers are good.

## **2.C. Report on Mapping/Addressing**

a. Director Cheney pointed out the Progress Map which Sean Goodwin, Engineering Technician V, displayed for the Commission. The Director pointed out that we are making a great deal of progress in the area of mapping. Mr. Goodwin explained the Progress Map to the Commission.

b. Mr. Goodwin reported that six more towns have received the address conversion packages for implementation of their new addressing system. He reports that for the most part, towns are cooperating.

c. Mr. Goodwin stated that the new GPS equipment is working well and is proving to be more efficient. Mr. Goodwin displayed maps for the town of Canaan which are modified to look more like an engineering drawing. The new equipment creates the maps at all the same scale so if you lay them out together they will line up. He explains that the town of Canaan has just accepted their maps and address assignments.

d. Vice Chairman Linehan asked Director Cheney for an update on a previous Commission meeting presentation about aviation generated photos. The Director explained that the Bureau has had several meetings with Pictometry. The next step is finding the funds, and the Bureau is hoping for some sort of federal funding. Commissioner Richard Bernard explained that in order to receive any federal funds, the State must be able to match those funds. Commissioner Bernard believes that more than one agency (i.e. Department of Transportation) in the state will have to get together in order to achieve this. Right now, there will be no more progress until the other new mapping and database equipment is in place and running. Commissioner Bernard has the estimated cost available and will give it to the Director.

**2.C.1. Arrangement with the Department of Resources and Economic Development**

a. Mr. Goodwin explained that since the last meeting 207 additional miles of back country trails have been collected. They have not yet been entered into a mapping application.

**2.D. Report on Remote ANI/ALI Project**

a. Robert Brown, IT Manager, reports that only one additional site, Nashua PD, has requested ANI/ALI information and his unit is currently doing testing for this site. He explains that Tiberon, Nashua's vendor, is having problems writing the proper interface. Mr. Brown has put them in contact with the Bureau's vendor, Valor.

b. Mr. Brown gave an update on Frisbie Memorial Hospital in Rochester, which was in the category of "special circumstances" because they did not have a secure area for the CAD terminal to be in. Their new status is that the Verizon circuit has been installed and now they are waiting for construction of their CAD terminal area to be completed.

c. Mr. Brown reported that the Technical Support unit has been working with the Department of Safety changing their routers from Cabletron to Cisco. All of the sites that are used by the Bureau only have been changed.

**2.E. Report on Phase I & II**

a. Peter DeNutte, Assistant Director, reported that the FCC has adopted some new rules as of May 1, 2002 in regards to uninitialized cellular phones. They will try to determine a method to be used to identify phones that are not in service. Phones that are uninitialized do not send a call back number upon call presentation.

b. Mr. DeNutte reported on some FCC actions which will require Cingular Wireless to pay one million dollars in fines for noncompliance with Phase I & Phase II implementation. AT&T has been fined 2.2 million dollars for not building an infrastructure and integrating the upgrades for the PSAP requests. AT&T has a waiver until October 2, 2002.

c. Mr. DeNutte gave an update on the following list of cellular companies:

- *Verizon* -- complete
- *Sprint PCS* -- Tower site verification in progress
- *Cinglar Wireless* -- Should have been up last month but failed testing. Should be ready by June 21, 2002.
- *RCC* -- Bureau has received first call routing spread sheet and tower sites are currently being verified.
- *Voicestream* -- The Bureau has requested tower site locations; RCC has initialized the order to put the lines in.
- *US Cellular* -- No activity
- *Nextel* -- No activity
- *AT&T Wireless* -- Has made attempt by requesting information and circuits to be installed.
- *Unicel PCS* -- Fully compliant

## **2.F. Report on PSAP Operations**

a. Richard Fowler, Operations Supervisor, reports that the revised Policies and Procedures have been completed and are in effect as of June 1, 2002. Revised Policies and Procedures for supervisors will be completed in about 2 months for approval by the Director.

### **2.F.1. Report on Hiring Personnel**

a. Mr. Fowler reported that there are currently 11 new Telecommunicators who have completed the classroom work and are now mentoring in the PSAP. They will be ready to be on their own by the first week of July. There are also six new Telecommunicators who have recently begun their classroom training. They should be ready for mentoring in about eight weeks.

b. Director Cheney explained that the Bureau is beginning the process of deciding which staff will be placed in the Laconia PSAP. For a period of time Concord will be closed and everyone will be in Laconia. Six Assistant Supervisors have been brought on board so that when Laconia opens there will already be Supervisors in place.

c. Mr. Fowler and Director Cheney reported that the turnover rate in the PSAP has dropped. Michael Geary, Training Coordinator, explained that the average length of employment for a TC is three years and the main reasons for leaving are stress and pay. Mr. Fowler explained that they have a lot of qualified people applying.

11:45 AM Commissioner Booth left the meeting.

## **2.G. Report on EMD**

Director Cheney spoke on behalf of Bobby Silvestriadis, EMD Supervisor.

### **2.G.1. Quality Improvement Summary Reports**

a. Director Cheney reported that things are going well and Mr. Silvestriadis has brought us up to 99% compliance. The Bureau should be a re-accredited agency by the next Commission meeting.

b. The Bureau has filled a part-time position, George Patterson, to assist Mr. Silvestriadis with the call review aspects of the job.

## **2.H. Status of Training**

a. Michael Geary, Training Coordinator, reported that the original training number was at 13, but two of those trainees have resigned. One resigned after going through the complete 8 weeks of training and certifications, and the other resigned after five weeks of mentoring due to anxiety attacks. The new class was originally at seven, but one resigned because of a failed pre-hire drug testing.

b. Mr. Geary reported that there are four TC positions that are currently open. One is a full-time temporary position and the other three are part-time positions.

c. Mr. Geary is still receiving requests from local dispatch agencies for training such as APCO, TTY and customer service among others. Mr. Geary has not been going out to do training, but is asking these departments to attend the Bureau's training.

d. Mr. Geary has been in contact with Nancy Adams, Director of Family Support Services for the military in Massachusetts. He has been asked to do TAP seminars, which are Transition Assistance Program seminars, for people who are retired or separated from the military to see if they would like to seek employment with the Bureau.

e. Mr. Geary is scheduled to do a briefing with the Police Standards and Training.

f. Mr. Geary is a member of the Governor's Commission on Preparedness, Communications Working Group. This committee is working on communications between agencies and public safety in the state as a result of 9/11.

11:55 AM Commissioner Booth returned.

g. Mr. Geary is a member of the DOT Mile Marker Sign Committee. This Committee is working on putting up mile marker signs on Interstate 93 from the MA/NH border to the 93/293 interchange (first 18 miles in NH) in the next few months. This will aid cell callers in better locating where they are on the highway when they need to call 9-1-1. Bridges will also be marked and named. Right now it is a test program for I-93.

h. Mr. Geary reported that the 500 rules were sent to all the Commissioners.

## **2.I. Report on Progress with CAD/ANI/ALI Installs Training**

a. Mr. DeNutte reports that there have been no new requests and all previous requests have been fulfilled. Commissioner Wood would like to have a final ANI/ALI meeting to prepare the report for the Governor. Mr. Brown reported that there are 9 communities on the list that have only made the initial contact, but have not requested anything. Vice Chairman Linehan suggested that Technical Support call back the 9 communities. Mr. Brown agreed that they would.

11:59 AM Commissioner Caron left the meeting.

## **2.J. Status of Public Education**

Wanda Hemeon, Information Representative, spoke on behalf of Jack O'Connor, Public Education and Training Officer.

### **2.J.1. Update of Recent Appearances**

a. Ms. Hemeon reported that Mr. O'Connor has been to the following places:

- International Institute of NH
- NH Grange - regarding uninitialized cell phones for seniors and victims of domestic violence
- School Nurses Association
- Police Academies in Hudson, Merrimack and Concord
- Grafton County Sheriff's Office Open House
- Children's Hospital at Dartmouth - two day event with about 5,000-6,000 people attending
- NH Ambulance Association in Seabrook - reports that it was not well attended
- Dartmouth - Spoke with instructors of English as a Second Language

Mr. DeNutte reported that he and Mr. O'Connor also attended a seminar put on by Primex and they were well received.

### **2.J.2. Report on Upcoming Presentations**

a. Ms. Hemeon reported that she and Mr. O'Connor will be attending the NH Celebrates Wellness conference at Waterville Valley.

## **2.K. Status of Public Relations**

### **2.K.1. 9-1-1 Website Update**

a. Ms. Hemeon reports that the website is up and running as of May 22. She gave a copy of the home page to all the Commissioners for review and input.

b. Ms. Hemeon will be adding pages to the website such as a Kid's Page, Photo Gallery, FAQ, and a hit counter which will tell us how many people have visited the site.



**2.K.2. 2002 National Public Safety Telecommunications Week**

- a. Ms. Hemeon reported that the event was very successful this year with many separate events taking place throughout the week. She announced that the Bureau awarded Scott Silkman the Telecommunicator of the Year award. Channels 9 and 50 covered the event on Thursday of that week. On Friday there was an evening Pot Luck meal with good attendance. On Saturday the PSAP Supervisors hosted a barbecue and also provided a lobster raffle.
- b. Prizes were raffled to Bureau employees throughout the week.

**2.K.3. EIRS Update**

- a. Ms. Hemeon explained an EIRS (Emergency Interpreter Referral Service) handout to the Commissioners. These cards were given to Granite State Independent Living in April of 1998 to be passed along to their deaf and hard of hearing clients. These individuals could call the 800 number when they need an interpreter. This number goes directly to the PSAP supervisor who has a list of interpreters to call. The problem with this program is that the list is not frequently updated. Ms. Hemeon would like to start using a new on-call schedule and she is meeting with the New England Deaf and Hard of Hearing Services in Concord.

12:05 PM Vice Chairman Linehan left the meeting.

Mr. Brown added to Ms. Hemeon's report on the website stating that the only problem is the search engine. If you look for the site using the search method and key words, it will not work. You have to type in the actual web address. He is working on this problem.

Commissioner Valliere inquired whether or not you could get employment information from the website. Ms. Hemeon explained that she does have a link to personnel which has job listings as well as an application that can be uploaded.

## **2.L. New Hampshire EMS Medical Control Board Hospital Division Pilot Project Status**

a. Director Cheney explained that some hospitals, especially in the seacoast area and southern NH, have been getting over crowded with emergency calls while other hospitals that are nearby have room. When a situation such as this arises the plan would be to call 9-1-1 to determine which hospital would be able to take the emergency patient. This requires that a database be created and the Bureau has agreed to help set this up.

12:10 PM Vice Chairman Linehan and Commissioner Caron returned to the meeting.

b. Mr. DeNutte reported that the preliminary discussions have generated ideas about a diversion program. If a hospital is full they would be put on diversion for a standard two hour time frame. All of the dispatch centers would be notified of this and would not send any new medical patients to this hospital. They are proposing five hospitals in the seacoast to test the program. Until funding is determined, a call tree will be created for use by the PSAP Supervisor on duty.

Vice Chairman Linehan suggested that Mr. DeNutte contact Captain Joseph Akerley at the Rockingham County Sheriff's office who is working on a similar project.

## **3. Contractor's Report**

a. Jack DiPesa, 9-1-1 Service Manager from Verizon, reported that there were no major Enhanced 9-1-1 network failures this quarter. Commissioner Bailey requested an explanation of a major network failure.

b. Mr. DiPesa reported that Verizon successfully upgraded their software versions in 12 central offices. Two offices have also had hardware upgrades completed.

c. Mr. DiPesa also reported that Verizon's Operator Services "Easy-O" feature is 100% operational. Mr. DeNutte asked Mr. DiPesa to explain "Easy-O" to the Commission. It is a feature that Verizon offers to allow 9-1-1 to be accessed when someone calls "0". When someone dials "0" an operator service will pick up and tell the caller to press "9" if they need emergency services. This will route the call to 9-1-1 with ANI/ALI information. Commissioner Bailey asked if this service also works for the independent phone companies. Mr. DiPesa said he would check on this and get back to the Director.

## **NEW BUSINESS**

### **4. Correspondence**

#### **4.A. Annual Statement of Financial Interests**

a. Director Cheney explained to the Commission that the annual Statement of Financial Interests needs to be filled out as soon as possible. He suggested that they be sent to the Bureau and not directly to the Secretary of State.

#### **4.B. Report from the Personnel Committee**

a. Commissioner Bernard reported on the Personnel Committee meeting held earlier in the day. Commissioner Bernard motioned that the Commission vote to establish and fill the following four positions at the New Hampshire Bureau of Emergency Communications:

- Two Database Supervisors at labor grade 17
- One Cartographer III at labor grade 19
- One Public Information Officer at labor grade 20

Commissioner Bailey seconded the motion. Vice Chairman Linehan opened the floor for discussion. Commissioner Wurm asked if the existing budget includes these positions. Director Cheney explained that it did not, but that he would include it in the next biennium budget. In the meantime he would request full-time temporary status for the positions. Potential impact on the surcharge will not be known until the budget is approved by legislature. The new positions can be supported by the current budget. The Director explained that he would rather start out with a few positions and find that we need to hire more, instead of hire too many right away. After discussion the motion was unanimously approved.

b. Commissioner Bernard motioned to approve a raise for Assistant Director Peter DeNutte from a labor grade 34 to a labor grade 35. Director Cheney asked that the motion be amended to include a raise for IT Manager Robert Brown from a labor grade 28 to a labor grade 30 as discussed by the Personnel Committee. Commissioner Booth seconded the motion as amended. Director Cheney expressed his support for both raises. Unanimously approved.

## **5. New Business**

### **5.A. Report on Status of Contract for Network, CPE, Call Recorder and Database**

a. Director Cheney reported that he needs to meet with Verizon's representative regarding extending the contract for the Network. The problem area in the contract is the different views on the definition of "diversity". Mr. DeNutte stated that Verizon has informed the Bureau that the contract as it is written contains some things that will have additional costs. They did not mention what these costs were. Network contract should be signed within the next several months.

12:40 PM Commissioner Caron left the meeting.

b. Director Cheney stated that on June 12, 2002 the Governor's Council signed the Customer Premise Equipment contract with TDS. The Director made the Commission aware of the question of improper influence on the part of Paul Violette in regards to the awarding of the contract. He explained that Commissioner Violette had actually stepped down from the Technical Committee before the final decision and he made sure that Executive Councillor, Ray Burton was aware of this.

c. Director Cheney reported that the call recorder contract has been negotiated, signed, installed and is currently working.

12:45 PM Commissioner Caron returned to the meeting.

d. Director Cheney reported that the Bureau will be maintaining the database sometime after July 5, 2002. The CPE contract that was recently signed includes a database hardware and software set. The Bureau will be sending people to be trained on that. The Director stated that he believes the discrepancies in the database can be handled better at the Bureau. The other issue with the database is discussing with the Public Utilities Commission for direction on the issue of cost to carriers for maintaining the database.

e. Commissioner Bailey informed the Commission that the Public Utilities Commission received a letter from Commissioner Murray with the Department of Transportation requesting that 5-1-1 be designated to that agency as a travel information number. The Enhanced 9-1-1 Commission has previously voted not to support any N-1-1 use. Vice Chairman Linehan motioned that the Public Utilities Commission should include the Enhanced 9-1-1 Commission and Bureau of Emergency Communications in any discussions of N-1-1 requests. The motion was seconded by Commissioner Russ. Unanimously approved. Commissioner Bailey abstained from voting.

f. Commissioner Russ explained his interest and involvement in the Amber Alert System which utilizes dispatch centers along with the Emergency Broadcast System to alert the public in cases of child abductions. This program has been adopted nationally by the Federal Office of Emergency Management. Commissioner Russ motioned that the Commission support the Amber Alert System movement and work to get this program going in New Hampshire. Commissioner Valliere seconded the motion. Unanimously approved.

g. Commissioner Wurm asked that the Network, CPE and Database status reports be standard on future Enhanced 9-1-1 commission agendas. Director Cheney agreed that Verizon and TDS should give separate Contractor's reports for Network and CPE.

## **6. Adjournment**

a. Vice-Chairman Linehan motioned to adjourn the Enhanced 9-1-1 Commission meeting. Commissioner Booth seconded. Unanimously approved at 1:05 PM.

The next scheduled Commission meeting will be held on Friday, September 6, 2002 at 11:00 AM at the Dwinell Building in Laconia, NH.

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WILLIAM WOOD, SECRETARY  
ENHANCED 9-1-1 COMMISSION